

WISCONSIN DEPARTMENT OF HEALTH SERVICES
Division of Health Care Access and Accountability
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To: FoodShare Wisconsin Handbook Users

From: Michele Dickinson, Interim FoodShare Director
Bureau of Enrollment Policy and Systems

Re: **FoodShare Handbook Release 16-01**

Release Date: 05/31/2016
Effective Date: 05/31/2016

EFFECTIVE DATE The following policy additions or changes are **effective 05/31/2016**, unless otherwise noted. **Grey highlighted text denotes new text. Text with a strike through it in the old policy section denotes deleted text.**

NON-POLICY UPDATES Non-policy updates were made to this handbook overall for consistent styles and standards in terminology.

POLICY UPDATES

1.1.2 FoodShare Benefits

FoodShare benefits **cannot** be used to buy items such as:

- Nonfood items (such as pet foods, soaps, paper products, household supplies, grooming items, toothpaste, and cosmetics).
- Beer, wine, liquor, cigarettes, or tobacco.
- Food that will be eaten in the store.
- Hot foods.
- Vitamins and medicines.

Hot foods are only excluded if they are hot at the time they are sold. Occasionally grocery stores will chill hot foods; these items are then eligible for purchase with FoodShare benefits.

1.1.4 Eligibility Overview

This section has multiple updates.

1.2.1.2 Request for Verification

Note: After denial of an application for failing to provide verification within 30 days, if the household provides all requested verification to the local agency during the period on or after the 31st day but no later than the 60th day from the filing date, allow FS to open without requiring a new application or interview. See 2.1.2.1 for more information on time frames for processing late verifications.

Note: After a renewal termination for failing to provide verification, the food unit may provide verification in the month following closure without needing to submit a new application. See 2.2.1.4 Renewal Processing Timeframe.

Allow FoodShare to reopen at Six Month Report Form (SMRF) or renewal when closed for lack of verification (or other reasons) if the reason for case closure is fully resolved during the calendar month following case closure. The SMRF must be returned no later than the last day of the seventh month of the certification period and the renewal interview completed ~~timely~~ no later than the last day of the renewal month.

1.2.2.2 Collateral Contacts

Collateral contacts consist of oral confirmations of circumstances by persons other than food unit members. A collateral contact may be made either in person or over

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the telephone.

Note: Authorized representatives completing an application or renewal cannot serve as collateral contacts

1.2.3.6 Address Verification An applicant can give a general mailing address and the application filing date will be set if the application also includes the applicant's name, and signature. If an address is not given on the application, the application is not valid and cannot be used to set the filing date unless the applicant is homeless, migrant, or has recently moved to Wisconsin and does not yet have a fixed mailing address. If the applicant is homeless or migrant, the application must include a name, date, and signature to set the filing date.

1.2.4.1 Gross Non-exempt Income Verification Gross non-exempt (countable) income must be verified for all food unit members prior to certification. Verify income for all food unit members through documentary evidence or collateral contact.

1.2.4.5 Expense Verification Verify expenses that are required to be verified, expenses that are deemed questionable at application, or when a change in expenses is reported. At review application/reported change/or renewal ensure that there is up-to-date documentation in the file to support current CWW entries.

1.2.4.6 Dependent Care Expense Verification Dependent care expenses are not required to be verified in order for the expense to be used in the FoodShare benefit calculation, unless the applicant or member's statement is deemed questionable. Examples of applicant/member statements that may be considered questionable include:

- Claimed dependent care expenses exceed monthly income,
- Reported amount seems unreasonably high compared to market rates, and or
- Applicant or member receives child care subsidy and reported the full amount rather than his or her share of the cost.

Reminder: Only the amount of dependent care expenses that the food unit is responsible to pay can be used as a deduction. When a member has been approved for and receiving the dependent care through the child care subsidy program, Wisconsin Shares, the amount paid for through the subsidy would not be considered an allowable dependent care expense.

1.2.4.7 Shelter and Utility Expense Verification Shelter and utility expenses are not required to be verified in order for the expense to be used in the FoodShare benefit calculation, unless the applicant or member's statement is deemed questionable. Examples of applicant/member statements that may be considered questionable include:

- Claimed shelter or utility expenses exceed monthly income,
- Applicant or member receives housing subsidy but reported the market rent amount, and or
- Reported amount seems unreasonably high compared to market rates.

1.2.4.8 Medical Expense Verification *Example 3*

Verification at Renewal

Previously unreported medical expenses and changes in total recurring medical expenses of which have changed by more than \$25, or when information is questionable, since last verified must be verified at renewal.

1.2.5 Questionable Items There may be instances where the applicant/member has reported earnings as required by program rules and produced a pay stub to verify those earnings. Although the name on the pay stub differs from the applicant/member's name, the purpose of the documentation is not to verify identity. The applicant/member can

attest to the accuracy of those earnings and provide a reasonable explanation for the discrepancy with the name contained on the pay stub. **IM workers should document this explanation in case comments.** The local agency could reasonably consider such documentary evidence to verify the reported income. See 1.2.1.3 Responsibility for Verification.

1.2.6.1 Required Verification to Determine Eligibility

The table was updated.

1.2.6.3 Verify For A Household To Receive A Deduction (Not Required For Eligibility)

The table was updated.

2.1.1.2 Application Process

A new application for FoodShare benefits is required whenever an individual or family makes a request for FoodShare benefits and:

1. They have not received FoodShare benefits in Wisconsin in the current or past month, or
2. They have received FoodShare benefits, but **a break in service has occurred** benefits have been denied/terminated beyond the calendar month following the month of closure.

The FoodShare application process includes:

1. Submitting an application **by in one of the following ways:**
 - a. Submitting a signed RFA following the client registration process,
 - b. Submitting a FoodShare request with at least the minimum information required (name, address, and signature) using the FoodShare registration or application forms (F-16019A or F-16019B),
 - c. Completing an ACCESS application with an electronic signature, or
 - d. Completing a request over the phone using a telephonic signature (2.1.4.4.1).
2. Completing an interview. (2.1.3.5),
3. Verifying certain information (1.2.1),
4. Resolving any identified Error Prone Profiles (EPPs) (Process Help 70)
5. Confirming the FoodShare eligibility determination in CARES (2.1.7).

Assistance, such as providing an interpreter, meeting disability needs, etc., must be provided **at no cost to the applicant** in order to complete the application process.

2.1.1.3 New Application Required Due to Break in Service

- An interview must be completed within the renewal month of the current certification period to be considered timely. If the food unit fails to complete a timely interview, FoodShare will close effective the last day of the renewal month, and a notice of closure will be sent at adverse action of the renewal month. **and A new FoodShare application is required in the month following the renewal due month.**
- If FoodShare closes for lack of verification or other reasons after a timely renewal interview and the food unit takes the required action within the calendar month following the certification period, the agency shall reopen FoodShare and prorate benefits from the date the food unit took the required action. The certification period will begin with the month after the renewal was due.
- If FoodShare closes due to agency delay in scheduling the interview or the food unit is not available to complete the interview offered by the agency until the **month following the renewal month**, benefits shall be restored back to the first of the month to ensure ongoing benefits, as long as verification is timely.

2.1.1.4 Setting the Filing Date

The agency should always attempt to set the filing date the same day of contact with the applicant.

2.1.1.4.1 Telephonic

The agency must have Call Center Anywhere (CCA) in order to record a telephonic

Signatures

signature. The telephonic signature is stored in the electronic case file. A copy of the case summary showing that a telephonic signature was collected is stored in the electronic case file (ECF). The IM worker should record the signature in CCA.

2.1.1.5 SSA Participation in FoodShare Applications

If an SSI applicant or recipient lives alone or in a household where all FS group members receive or are applying for SSI, s/he has the right to apply for FS at the ES agency or at the SSA office handling his/her SSI case.

When the SSI applicant or recipient is eligible for this option, s/he is not required to go to an ES agency to apply for FS. The SSA must assist the applicant in completing the application form and submit the application to the ES agency for the applicant. SSA will refer SSI recipients who contact them to inquire about FS benefits to the ES agency. Anyone who applies for FS at the SSA office is told of their option to apply at the ES agency and that doing so may expedite receipt of FoodShare benefits.

2.1.1.5.1 SSA Worker Responsibility

1. Decide if the SSI applicant/recipient is eligible to apply for FS at the SSA office.
2. Interview the FS applicant and accept the FS Application.
3. Screen the FS applicant for priority service and help the FS applicant complete the application.
4. Mail the completed application to the ES agency within 1 federal workday.

Reminder: SSI applicants who want FS priority service must complete the FoodShare Wisconsin Application Registration form to be submitted by the SSA to the ES agency.

The FS interview conducted by SSA replaces the regular application interview by the ESA. An additional interview by the ES agency is not required. The ES agency will process these FS applications and contact the SSI applicant by other means if more information is needed to process the application.

2.1.1.5.2 SSI Applicants in Public Institutions

Residents of public institutions may apply for SSI prior to their release under the SSA Prerelease Program. SSA staff will accept a FS application from the person at the same time they apply for SSI under this program.

When SSA forwards a FS application to the ESA for a resident of a public institution, the time period for processing the application begins the date the resident is released from the institution. Process the application within 30 days after the applicant's release.

Currently, SSA does not participate in a joint FoodShare application process.

2.1.2.1 Application Processing 30 Day Time Frame

Late Verifications

At application, when an applicant fails to submit required verification by the 30th day following the filing date, or 10 days from the date verifications were requested, whichever is later, the application should be denied. The applicant has an additional 30 days from the date of a timely denial (denied on day 30), or 60 days from the filing date, to submit the required verification without requiring a new application or interview (i.e. required verifications are received during the period on or after the 31st day but no later than the 60th day from the filing date). If the applicant is found eligible, benefits should be prorated from the date all required verifications were submitted. The initial month of application should be denied.

2.1.3.1 Scheduling the Interview

On-Demand Interviews

Wisconsin received waiver approval for IM consortia to implement an on-demand, or

unscheduled, interview model. Once a consortium implements the on-demand interview model, FoodShare applicants and renewing members will be able to call their IM agency to complete their required FoodShare interview during the agency-designated FoodShare on-demand hours.

A consortium must apply this model across all agencies within the consortium. An on-demand interview must be offered at both application and renewal. A consortium implementing the on-demand interview model must continue to provide a scheduled face-to-face or telephone interview upon request.

All FoodShare applications must be screened for expedited service., A consortium must meet the following application and renewal processing standards:

- Expedited applications: IM workers must make at least two attempts to contact an applicant to complete the interview on the same business day the application is received or by the end of the next business day. IM workers must continue to meet all expedited service processing standards.
- Standard 30-day applications: IM workers must make at least two attempts to contact an applicant to complete the interview on the same business day the application is received or by the end of the second business day following the day it was received.
- Renewals: IM workers must make at least two attempts to contact a member to complete the interview on the same business day the renewal is received or by the end of the fifth business day following the day it was received.
Note: On-demand interviews must be offered for all renewals when received.

Note: IM workers must allow at least 15 minutes between the first and second attempt to contact the applicant/member.

Notice of Interview:

If an IM worker is unable to complete the interview at the time he or she contacts a household as described above, the IM worker must send a Notice of Interview. For on-demand interviews, the Notice of Interview language will be generated on the verification checklist (VCL). The household has nine calendar days from the VCL mailing date to call and complete the FoodShare interview. The Notice of Interview provides instructions to complete the interview. If the last day of the on-demand interview time frame falls on a weekend or CARES holiday, the due date will be the next business day. The on-demand interview timeframe of “10 days to call to complete” will not be adjustable in CARES Worker Web (CWW). Verification due dates for other types pending after the interview will continue to be based on policy requirements and IM worker action.

2.1.3.1.1 Notice of Missed Interview (NOMI) Requirements

Application:

On-demand interview

If an applicant does not complete the required FoodShare interview by the last day of the on-demand interview time frame specified on the VCL, a NOMI will automatically be generated from CWW. The NOMI will include the date by which the interview must be completed and will indicate that the household will not get FoodShare benefits if the interview is not completed.

If an interview is scheduled using Client Scheduling, the NOMI will be automatically generated when a scheduled interview appointment is missed.

Renewal:

Language contained in the CARES generated Renewal Notice and closure notice meets NOMI requirements, therefore an additional NOMI letter does not have to be sent if the member misses the scheduled interview appointment.

On-demand interview

If a member does not complete the required FoodShare interview or verification requirements before adverse action of the renewal month, a Notice of Termination with NOMI language will automatically be generated from CWW. The notice will include the date when the member's FoodShare benefits will end due to not completing the required interview and will indicate that the member should call the agency to complete the interview.

2.1.3.2 Completing the Interview

Providing Social Security numbers (SSNs) (3.13.1) for each household member is voluntary. However failure to provide an SSN will result in the denial of FoodShare benefits to each applicant failing to provide an SSN. Although SSN and immigrant status information is not required for household members not applying for benefits, the agency must determine if the non-applicant household member has income or assets that affect the applicants' eligibility. If so, that information must be provided and verified in order to determine FoodShare eligibility for the applicant(s).

Advise the FoodShare applicant of their change reporting requirements (6.1.1) at the time of the interview. If the food unit will be subject to six-month reporting (6.1.2), explain the six-month report form and process to the applicant as well.

Required Interview Topics

All FoodShare interviews must include a discussion of these items in addition to standard financial and non-financial criteria:

- Use of SSNs (3.13.1).
- FoodShare rights and responsibilities.
- Change reporting requirements (6.1.1) at the time of the interview.
- Six-month reporting (6.1.2) and/or renewal (2.2).
- QUEST card information.
- Conclude with work registration, ABAWD work requirement, exemptions, and FSET program.

It is not necessary for applicant signatures to be witnessed by an agency representative for a FoodShare application to be considered complete.

2.1.3.4 Signature

The FoodShare applicant must provide a telephonic signature, an electronic signature on an ACCESS RFA or application or sign the completed CWW generated Application Summary or FoodShare Wisconsin Application (F-1609A or F-16019B) indicating that all the information provided is true and complete and that they understand their rights and responsibilities. The applicant can provide a signature via:

- An electronic signature on an ACCESS RFA or application;
- On the completed CWW generated Application Summary;
- On the FoodShare Wisconsin Application (F-1609A or F-16019B); or
- A telephonic signature.

A signature is required when a six month report form is submitted. A telephonic signature is not allowable for six month report forms.

2.1.3.6 Completing Telephone Interviews

2.1.4.1 Eligibility for Expedited Services at Application

Refer to 2.1.3.2 for required interview topics.

A person or food unit may be eligible for priority services and expedited issuance if:

1. Their total monthly gross income and available assets are less than the monthly Heating Standard Utility Allowance (HSUA) (See 8.1.3 Deductions) and rent or mortgage; or
2. Their gross monthly income is less than \$150 and they have \$100 or less in available liquid assets; or
3. Their food unit includes a migrant/seasonal farm worker, who is also defined as "destitute" by meeting all of the following criteria:
 - a. Liquid assets are less than \$100; and

- b. They don't expect to receive more than \$25 from a new source ten days after the date of application; and
- c. Income prior to the day of application was from a terminated source, defined as:
 - i. Income received on a monthly or more frequent basis, shall be considered as coming from a terminated source if it will not be received again during the balance of the month of application or during the following month, or
 - ii. If income is normally received less often than monthly, (i.e. quarterly) it is considered terminated if the source has been terminated and no future payments are made.

2.1.4.4 Postponing the Interview for Expedited Benefits

If a phone number is not provided on the application, the agency must attempt to obtain a phone number through other means, such as a previous CARES case or by using online tools. If the agency is able to contact the applicant, but the applicant is unable to complete the interview during the phone call or within seven days, the interview can be postponed and expedited benefits issued, provided the above conditions for postponing the interview are met.

2.1.7 Confirming the FoodShare Eligibility Determination in CARES

Before confirming FoodShare eligibility, IM workers must ensure that the correct eligibility determination has been made. A check of individual eligibility details of the non-financial results and the budget details are essential. Some items to consider are:

1. Are verifications complete?
2. Are correct household members included in the food unit/FoodShare assistance group?
3. Is correct income used?
4. Are correct expenses and deductions allowed?
5. If benefits are denied, is the denial reason correct?
6. Is there clear documentation in CARES case comments?

If so, confirm the FoodShare eligibility, document case comments in CWW, and process a referral to the FSET program, if applicable (3.16.1).

This section has multiple updates.

2.2.1.4 Renewal Processing Time Frame

3.2.1.1 Joint or Shared Physical Custody of Children

Children are included in the household where they reside when they are under the care and control of a parent or other caretaker in that household. There may be situations when the residence of a child is not easily determined. There are many methods that can be used to determine the child's residence. If the residence of a child is questionable, court documents can be used to determine if there is a primary caretaker designated. It may be a situation of joint custody and a 50-50 custody split. If one parent is not designated as primary caretaker, the parents can be asked to decide. Individuals can only be included in one food unit FoodShare assistance unitgroup, but may be included in more than one food unit.

3.2.1.5.3 Drug and Alcohol Treatment Centers

Furthermore, in order for residents of a drug and alcohol treatment center to be certified to receive FoodShare the center must be:

1. Tax exempt and certified by the state as either receiving or eligible to receive or operating to further the purposes of part B of title XIX (Medicaid). This may include faith-based treatment centers.
- and**
2. Authorized as a retailer by FNS.

3.3.1.1 HUG (Households, Units, Groups)

H - Households:

Households consist of all persons living in or temporarily absent from the same residence. It is important to enter all household members into CARES to ensure that the correct eligibility determination is made.

Note: Federal regulation cited in this handbook section, 7 CFR 273.1(a), and other portions of federal law also use the term "household". Federal law and

the Wisconsin FoodShare handbook do not apply the same definition to this term. The federal use of "household" is more comparable to the Wisconsin FoodShare term "food unit".

U - Food Units:

One or more persons who live in the same household and purchase and prepare food together for home consumption, or individuals who must be included in the same food unit because of relationship rules (3.3.1.3). This group is tested for eligibility together. There are some exceptions for boarders, foster persons, and certain elderly and disabled individuals.

3.3.1.2 Relationship Definitions

Spouse: A person recognized by Wisconsin law as another person's legal husband, or wife, or same sex partner through marriage. Wisconsin does not recognize common law marriage or same sex marriages.

3.4.1 Dual Membership & Duplicate Benefits

A person cannot be a member of more than one FoodShare assistance group in the same month except residents of shelters for battered persons and their children. A person can be in more than one food unit but only receive benefits in one FoodShare assistance group at a time, unless in a battered persons shelter.

3.6.1.1 Foster Care Recipients Introduction

A foster person cannot participate in FoodShare independently of the provider of the foster care services.

3.16.1.3 Exemptions from the FoodShare Work Requirements

9. A household member who has applied for SSI is exempt from work requirements until a disability determination is made. If they are determined ineligible for SSI, the requirement to register for work should be re-evaluated. An individual who jointly applies for SSI and FoodShare would be exempt from work requirements until a disability determination is made. If they are determined ineligible for SSI, the requirement to register for work should be re-evaluated.

Currently in Wisconsin, SSA does not participate in a joint FoodShare application process.

3.16.1.5 Voluntary Quit or Reduced Work Effort (VQT)

A FoodShare applicant or member not exempt from the FoodShare work requirements in 3.16.1.2 will be sanctioned from receiving FoodShare benefits if, 30 days prior to application or anytime thereafter, he or she voluntarily and without good cause:

1. Quits a job of 30 hours a week or more,
2. Reduces work hours below 30 hours per week (or earned income is below \$935.25 per month), or
3. Refuses a bona fide offer of suitable employment.

Note: FoodShare applications must be processed within the normal 30 days processing time frame. If verification of a VQT or good cause is required and has not been verified by day 30, the IM worker must determine FoodShare eligibility as if this person has not failed to meet the FoodShare work requirement. Once eligibility has been determined, the VQT/good cause reason should pend for the appropriate time. If a VQT occurred without good cause, the IM worker would sanction that person in the next possible benefit month.

3.17.1.5 ABAWD Exemptions from Time-Limited FoodShare Benefits

This section has multiple updates.

3.17.1.6 Verification of ABAWD Status and Exemptions from Time-Limited FoodShare

IM agency staff may use the FSET provider as a collateral contact or to provide an acceptable written statement to assist in the determination of ABAWD exemptions. The IM worker makes the final determination whether to apply an exemption to the member's case.

Another option to verify if a member is physically or mentally unable to work is the Medical Exemption from Work Requirement for ABAWD form (F-01598). The form is not required, and IM workers must accept other forms of verification for this exemption.

3.17.1.13 FSET Participation and FoodShare Eligibility for ABAWDs

If the FSET agency assumed in the third month that the participant will not meet the ABAWD work requirement and at the end of the month the participant met the ABAWD work requirement. The IM worker must process the case to make sure the individual's benefits continue. The FSET agency will notify the IM agency if this circumstance occurred. The IM worker must ensure that the FoodShare Clock System Status is accurate and may need to adjust the status to reflect the FSET participation.

3.17.1.14 Adjusting or Deleting the FoodShare Clock Page (36-Month Period)

This section has multiple updates.

3.17.1.17 Countable Months from Another State

~~For ABAWDs who are subject to time-limited benefits, have a current 36-month clock in Wisconsin, and have moved back to Wisconsin from another state, the IM agency must verify the number of countable months the individual received in the other state. Countable months include Time-Limited Benefit (TLB) months and Additional Months that were received in another state during the individual's current Wisconsin FS clock period. Any TLB and Additional Months received from another state in months before the start of the individual's Wisconsin FS clock are not countable months.~~

Time-limited months and additional months received in another state are countable months if the ABAWD already had a 36-month clock established in Wisconsin prior to moving to the other state. In this case, the IM agency must verify the number of countable months the individual received in the other state. If the individual did not establish a 36-month clock prior to moving to another state, the IM agency would not need to verify countable months received in the other state.

3.20.1.1 Applications

This section has multiple updates.

3.20.1.2 Ongoing cases

An IM worker may discover an incomplete Drug Felon page in an open or ongoing case. If it is within the five-year lookback, the IM worker must complete Form F-01542 Notification of Required Drug Testing and mail it to the member. The IM worker must also either request that the member call to schedule a drug test or schedule a drug test and notify the member of the time and date.

Example 3 is new

Note: Members who are a food unit member subject to simplified reporting (also referred to as reduced reporting) rules are not required to report a drug felony as part of the change reporting process. See Section 6.1.1.2 Reduced Reporting.

4.3.3.5.4 Self Employment Income Report Form (SEIRF)

Note: IM workers should request a SEIRF if the applicant/member does not file taxes or does not have the most recent tax forms available.

4.3.3.6 Anticipating Earnings

Calculate self-employment income based on anticipated earnings when:

1. The business was not in operation for at least one full month in the prior tax year;
2. The business has not been in operation for six or more months at the time of the application; or
3. Past circumstances do not represent the present.

4.3.3.6.4 Unearned Rental Income

2. When income is received from a multi-unit property and the owner lives in one of the units, compute "net rent" as follows:
 - a. **Step 1:** Add the total mortgage payment (principal and interest) and

other verified operational costs such as (but not limited to) hazard insurance, mortgage insurance, and taxes common to the entire operation.

- b- **Step 2:** Multiply the number of rental units by the total in Step (a)1.
- c- **Step 3:** Divide the result in (b) Step 2 by the total number of units, to get the proportionate share.
- d- **Step 4:** Add the proportionate share in Step 3 to any operating costs paid that are unique to the rental unit. This equals total expenses.
- e- **Step 5:** Subtract total expenses in Step 4 from total gross rent payments to get net rent.

Example 10 is new.

4.3.4.2 Counted Unearned Income

- b. When income is received from a multi-unit property and the owner lives in one of the units, compute "net rent" as follows:
 - i- **Step 1:** Add the total mortgage payment (principal and interest) and other verified operational costs such as (but not limited to) hazard insurance, mortgage insurance, and taxes common to the entire operation.
 - ii- **Step 2:** Multiply the number of rental units by the total in Step (i)1.
 - iii- **Step 3:** Divide the result in (ii) Step 2 by the total number of units, to get the proportionate share.
 - iv- **Step 4:** Add the proportionate share in Step 3 to any operating costs paid that are unique to the rental unit. This equals total expenses.
 - v- **Step 5:** Subtract total expenses in Step 4 from total gross rent payments to get net rent.

4.6.4.1 Allowable Medical Expenses

- 8. Purchase and maintenance costs of any service animal specially trained to perform some function that the EBD food unit member cannot readily perform on his or her own, including the cost of securing and maintaining a service animal including food and veterinarian care. This includes companion animals specifically trained to assist the EBD food unit member with the medical issue for which a licensed practitioner prescribed the animal. The trainer does not need to have any special credentials and can be the person claiming the deduction as long as the animal is trained to do a specific function the EBD person cannot do for themselves.

Reimbursement for these expenses is an allowable deduction if:

- a. It does not exceed the actual expense.
 - b. It does not represent a gain or benefit to the household food unit as do normal living expenses such as rent or mortgage, personal clothing or food eaten in the home.
 - c. It is provided specifically for an identified expense.
 - d. It is used for the purpose intended.
- 9. Eye glasses and contact lenses prescribed by an ophthalmologist or optometrist.
 - 10. Reasonable cost of transportation and lodging to obtain medical care. For transportation when the expense has not or will not be reimbursed by a third party, allow:
 - a. The actual cost of the public carrier (taxi, bus, etc.); or,
 - b. If a private vehicle, the lesser of the mileage rate paid by the county (to employees) or by the state for unrepresented state employees. See F-80190 to obtain the current state rates.

4.6.4.2 Medical Expenses Not Allowed

- 9. Expenses paid by or to be paid by a transportation vendor or other third party.

4.6.7.3 Standard Utility Allowances

This section has multiple updates.

4.6.7.4 Shelter Deduction During a Temporary Absence

Do not deduct shelter or utility expenses for the food unit if the unit has any of the following:

1. The food unit does not intend to return to the home, ~~or~~ and
2. Any current occupants of the home receive FoodShare as a separate food unit and are being allowed the shelter and/or utility expense deductions, ~~or~~ and
3. The food unit rents or leases the home to others during their absence.

4.7.5 Prorated Deeming

Note: When performing a manual calculation, do not include pro-rated deemers in the FoodShare assistance group when:

- Determining the amount of the FoodShare benefit allotment,
- Assigning a standard deduction to the FoodShare assistance group, or
- Comparing the FoodShare assistance group's monthly income with the income eligibility standards.

4.7.6 Gross Deeming

Gross deemers include individuals disqualified from FoodShare eligibility due to:

1. IPV disqualification (3.14.1),
2. Fleeing felons (3.19.1),
3. Probation or parole violators (3.19.1), ~~or~~
4. Drug felony sanction (3.20.1), or
5. Work registrant sanctions (3.16.1.4).

Count these ineligible individuals' income and expenses as if he or she was a member of the FoodShare assistance group. Do not include them in the group to determine the amount of the FoodShare benefit allotment, assigning a standard deduction to the group, or when comparing the group's monthly income with the income eligibility standards. The FoodShare assistance group's benefit allotment cannot be increased as a result of the exclusion of one or more food unit members.

5.1.1.8 Renewal when the TFS Benefit Period Expires

The TFS benefit period will end after five consecutive months. To continue receiving FoodShare benefits, the group must complete a renewal, including an interview, before the end of the 5th month in the TFS benefit period. The agency is responsible for scheduling the interview or pending for interview with On-Demand model (2.1.3.1) and making a benefit determination to meet the standard 30 day processing requirement. If benefits are not issued within 30 days, due to agency delay, the food unit is entitled to a continuation of TFS benefits until the determination is made. Delays caused by the food unit will result in a FoodShare denial. Information known to the agency and any adjustments to the cost of living must be included as part of the redetermination for regular FoodShare.

7.1.1.6 Voluntarily Refunded Food Stamp Coupons

7.1.1.6 Voluntarily Refunded Food Stamp Coupons Benefits Amount

Return to DHS any food stamp coupons refunded to you by an FS group at your earliest opportunity. Void the stamps and send them to Sheila Kurt at P.O. Box 2057, Madison, WI 53701-2057. List the household, case number, benefit number or month of benefit, amount returned and reason for return.

FoodShare benefits may be returned because the FoodShare assistance group voluntarily refunds them. Document in case comments appropriately when benefits are voluntarily returned.

7.3.1 Benefit Overissuance

7.3.1 Benefit Overissuance Overpayment

The word "overissuance" was changed to "overpayment" throughout this section.

7.3.1.1 Overissuance Claims Against Food Units

Historically, DHS has used the terms "overpayment" and "overissuance" interchangeably. As used in this handbook, these terms refer to the same concept.

7.3.1.2 Liability

All adults or emancipated minors who were included in the food unit or should have

been included in the food unit at the time the overpayment occurred are liable for the repayment of the overpaid FoodShare benefits. If a liable member moves to another food unit, responsibility of the overpayment is maintained and follows that member to the new food unit.

7.3.2 Calculating Overpayment Claim Amounts

7.3.2 Calculating ~~Overissuance~~ Overpayment Claim Amounts

The word "overissuance" was changed to "overpayment" throughout this section.

7.4.1 Benefit Underissuance

7.4.1 Benefit ~~Underissuance~~ Underpayment

The word "underissuance" was changed to "underpayment" throughout this section.